

# EXHIBIT 87

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Consumer Financial Protection Bureau v. Navient Corporation, et al.

Transcription of Audio File Produced At NAV-05952492

Call Runtime: 3:18

1 (Thereupon:)

2 NAVIENT REP: Thank you for calling  
3 Navient. My name is Michael. Can I have  
4 the first and last name on the account,  
5 please.

6 [REDACTED]: Yes, [REDACTED].

7 NAVIENT REP: Okay. Give my one  
8 moment while I pull up your account.

9 [REDACTED]: Yes, I'm sorry, I didn't  
10 catch your name.

11 NAVIENT REP: My name is Michael.

12 [REDACTED]: Okay. Thanks.

13 NAVIENT REP: All right. And what  
14 can I do for you today?

15 [REDACTED]: Excuse me, I actually  
16 wanted to see, I know -- I believe there's  
17 a payment that's due on January 8th, and  
18 I wanted to find out if I qualify for any  
19 forbearance, if I have any available, and  
20 if so, if I could, you know, put the loans  
21 that I have with you in forbearance at  
22 least until June.

23 NAVIENT REP: Okay.

24 [REDACTED]: And that would -- and so  
25 that way I can stay on track with

1 everything.

2 NAVIENT REP: Sure, let me take a  
3 look there.

4 [REDACTED]: Uh-huh.

5 NAVIENT REP: So I am showing you do  
6 have some time left there for a  
7 forbearance.

8 [REDACTED]: Uh-huh.

9 NAVIENT REP: I'm going to ask you a  
10 couple of questions here, and this is not  
11 really necessarily pertaining to the  
12 forbearance, it's just other options to see  
13 if maybe we can put you in something else  
14 that would better help you maybe repay your  
15 loan or something like that.

16 [REDACTED]: I actually --  
17 I actually -- and I'm sure you're referring  
18 to maybe other repayment plans or what have  
19 you, which I have gotten some information  
20 about, so I do plan to look into that  
21 later.

22 NAVIENT REP: Okay. All right.

23 [REDACTED]: I just want to,  
24 if I can, just do the forbearance for now  
25 so that way I can, you know, with anything

1           that I plan to do permanently, I can deal  
2           with at a later time when it actually  
3           happens.

4           NAVIENT REP: Oh, absolutely.

5           [REDACTED]: You know, the time to  
6           actually deal with it.

7           NAVIENT REP: Absolutely. I can  
8           definitely do that for you. You said  
9           until -- until about June?

10          [REDACTED]: Um, I don't think so,  
11          yeah, because I don't want to do too much.  
12          I want to stay to track. Yeah, June at the  
13          most, yes.

14          NAVIENT REP: Okay. Give me one  
15          moment, I'm going to pull up those dates,  
16          I'm also going to read you a terms and  
17          conditions for you.

18          [REDACTED]: Okay.

19          NAVIENT REP: All right. Other than  
20          that, though, do you have any issues with  
21          anything like the website, anything at all?

22          [REDACTED]: I'm sorry, the phone is  
23          breaking up a bit, what did you say, I'm  
24          sorry?

25          NAVIENT REP: I was just wondering

1 if you had any issues with anything else  
2 other than that there like with the website  
3 or anything?

4 [REDACTED]: Any issues with what,  
5 I'm sorry?

6 NAVIENT REP: With the website.

7 [REDACTED]: Oh, no, no, no I haven't  
8 had any issues or anything like that.

9 NAVIENT REP: Okay.

10 [REDACTED]: I'm not sure  
11 if I still -- how I would need to get in,  
12 but the last time I went, I didn't have any  
13 issues, no.

14 NAVIENT REP: Okay. I'm going to go  
15 ahead, I'm going to read you the terms and  
16 conditions for that forbearance there.  
17 Give me one moment. All right. So you --  
18 you are requesting forbearance because you  
19 are willing but temporarily unable to make  
20 your payments due to hardship. Your next  
21 payment is due June 8, 2016.

22 Forbearance will bring your loan  
23 current. This forbearance will not resolve  
24 all of your delinquencies. This  
25 forbearance does not remove any late fees

1 or any previously reported delinquency  
2 information from your credit report.  
3 Forbearance will also be applied to all  
4 other eligible federal loans we service.  
5 Do you agree to these terms?

6 [REDACTED]: Yes, sir.

7 NAVIENT REP: Okay. So I'm going to  
8 send you a confirmation of this --  
9 confirmation of this agreement to your  
10 email address. Is your email address still  
11 [REDACTED]?

12 [REDACTED]: Perfect, yes, that's  
13 correct.

14 NAVIENT REP: All right. Can  
15 I place you on a brief hold while I input  
16 this information?

17 [REDACTED]: Absolutely, yes.

18 NAVIENT REP: Give me one moment.  
19 All righty. Are you still on the line?

20 [REDACTED]: Yes, I am.

21 NAVIENT REP: Excellent. All right.  
22 So your forbearance is now in effect until  
23 that June 8, 2016, date. Other than that  
24 there, can I do anything for you, can  
25 I assist you with anything?

1 [REDACTED]: No, that's good, and  
2 thank you for reminding me I can go online  
3 and review some of that information. So  
4 no, that was all, though. I appreciate it.

5 NAVIENT REP: All righty. Well,  
6 I appreciate you calling Navient, and  
7 I hope you have a great rest of the week,  
8 and happy holidays.

9 [REDACTED]: You, too. Thank you.

10 NAVIENT REP: Thank you.

11 [REDACTED]: Bye.

12 (End of recording.)  
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CERTIFICATE

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I, Matthew J. Haas, Court Reporter and  
Transcriptionist, do hereby certify that I was  
authorized to and did listen to and  
stenographically transcribe the foregoing  
recorded proceedings and that the transcript is a  
true record to the best of my professional  
ability.

Dated this 25th day of April,  
2019.



MATTHEW J. HAAS

Court reporter